



Investigation & Fraud management

Advanced Fraud Investigation & Prevention



Introduction

This document summarises the Service Definition submitted by Civic Computing Limited for its Advanced Fraud Investigation & Prevention (AFIP) cloud software for the Public Sector, herein referred to as AFIP.

This Service is suitable for those customers who require Civic to deliver its AFIP cloud software for holding GSCP OFFICIAL data, including OFFICIAL-Sensitive data. It can be procured on a single Framework Agreement and Call-Off contract for AFIP cloud software on its own or AFIP cloud software and Civic's G-Cloud 15 Cloud Hosting. Alternatively, a customer may select its own G-Cloud 15 Lot 1 Cloud Hosting provider, with whom Civic may enter into a Collaboration Agreement if required.

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Company

Civic is a premier full-service digital agency and a distinguished partner of GoPro, specialising in Case Management solutions. Having managed over 2,000 projects across the UK and Europe, our commitment is to enable the public sector to leverage digital opportunities, enhancing operational efficiency and improving service delivery.

Our mission is to empower public organisations to optimise their workforce and effectively serve their communities. At Civic, we are guided by values of honesty, integrity, and quality, which define our customer relationships.

We are dedicated to creating measurable positive social impacts, with a focus on combating climate change, fostering equal opportunities, and prioritising staff wellbeing.

Civic proudly holds ISO 27001 certification, affirming our continuous commitment to the highest information security standards. This includes the implementation, maintenance, and ongoing enhancement of our information systems. Furthermore, our ISO 9001 certification reflects our unwavering dedication to operational excellence.

Our primary solutions are hosted on the UK-sovereign G-Cloud 15 Lot 1 Cloud Hosting platform, which is maintained by Civic and adheres to stringent industry standards and best practices, including NCSC Cloud Security Principles compliance. Additionally, we offer the flexibility for solutions to be deployed on alternative hosting platforms chosen by our clients.

Our values

Straight-talking and approachable

We're respected for telling it as it is. We're friendly, engaging, and welcoming, and pride ourselves in building genuine, honest, and lasting relationships with clients.

Expert and flexible

knows



We're skilled at applying the technology and know-how that can transform user experience and deliver excellent service by listening to the needs of our clients.

Innovative and curious

We believe in innovation and are always open to new ideas. We have a passion for building great user experiences that help businesses prosper and make a difference to society.

Trusted and collaborative

We're respected for the quality of our work and the integrity of our relationships. We strive to be open, honest, and professional with everyone.

Respectful and supportive

We encourage personal development, value job satisfaction, and engage staff in major decisions. We support the environment, respect diversity, and strive to make a positive social impact.

The service

AFIP is a comprehensive, '5th generation' low-code platform offering high configurability for advanced fraud investigation and case management. This integrated solution supports a wide range of functionalities including case, process, rules, content, reporting, and business activity management, along with mobile case handling, self-service options, and secure collaboration with external stakeholders. AFIP acts as a single, authoritative system for managing the complete fraud investigation lifecycle, from initial referral through investigation, outcome, audit, and prevention.

The service supports consistent handling of fraud cases across intake, triage, investigation, remediation, recovery, prosecution support, and post-case assurance. AFIP is structured around six core elements:

Discover: Initiates with case discovery, referral, and opening. Discovery supports multiple referral channels, including internal reporting, whistleblowing, analytics-led detection, and third-party submissions.

Triage: Enriches referrals and facilitates the decision-making process for investigations. Triage enables risk-based prioritisation to ensure investigative effort is focused on the highest-risk and highest-impact cases.

Investigate: Focuses on conducting thorough investigations and ensuring regulatory compliance.

Outcome: Provides a fully auditable system that supports decision-making, sanctions, prosecutions, aligns with recognised public-sector investigation, evidential handling, and disclosure best practice, and ensures non-repudiation. Outcomes are supported by full auditability and evidential integrity, enabling defensible decisions and external scrutiny where required.

Analyse and Report: Manages workload, monitors status, and evaluates performance metrics.

Prevent: Aims to mitigate errors and future misconduct through context-aware in-flight policy and process guidance. It uses feedback and updates from stored case data and key figures for risk management, promoting a deterrence framework under the philosophy of 'no place for fraudsters to hide.' Insights from completed cases are fed back into controls, guidance, and risk models to support deterrence and continuous improvement.

AFIP, including its Cloud Software, has undergone rigorous evaluation by several significant government departments where 'OFFICIAL-Sensitive' data handling is paramount. It has received

technical design authority approval, confirming that the platform is not only technically advanced but also supportable, upgradeable, functionally apt for purpose, and competitively priced.

Key Features of AFIP

AFIP offers a robust, end-to-end case management system designed with a strong emphasis on usability. The platform is intuitive and accessible, enabling both new and infrequent users to quickly familiarise themselves with its functionalities and start working immediately with minimal training required. AFIP provides a single source of truth for all fraud-related cases, evidence, communications, tasks, decisions, and audit records.

Upon detection of potential fraud or misconduct—whether through whistleblower insights, tip-offs, or identified via advanced analytics—AFIP efficiently manages the complex orchestration required for thorough investigations. This comprehensive process includes:

Evidence Collection: Gathering a variety of evidence types such as documents, videos, audio recordings, photographs, and any other kind of electronic data.

Witness Interaction: Conducting interviews and collecting statements from witnesses using custom or templated forms.

Investigative Techniques: Employing a range of investigative methods, including observations and other relevant techniques necessary for a detailed investigation.

AFIP ensures all investigative activities adhere to the highest standards of regulatory compliance, align with institutional policies, and respect specific legal notices. This systematic approach facilitates a thorough and effective investigation process, enhancing the ability to address and resolve cases of fraud and misconduct efficiently.

Streamlined Case Creation with Predefined Templates

AFIP enhances efficiency by allowing specific properties like metadata, workflow, deadlines, responsibilities, and access controls to be predefined for each type of investigation. These settings are saved as templates, streamlining the creation and process of new cases. When a new referral or investigation arises, these templates facilitate quick registration, ensuring that each case is handled consistently, promptly, and in compliance with all regulations. This feature not only simplifies the registration process but also ensures that each investigation adheres to established procedural standards.

Streamlined Tasks and Workflows

AFIP's referrals and investigation cases are managed through predefined workflows and tasks, which users can efficiently handle via an intuitive Kanban task board. Each case is organised into distinct phases, each equipped with its own set of predefined tasks, decision gateways, deadlines, and responsibilities. This structured approach allows for clear visibility and control over the progression of cases, facilitating a seamless and organised management process.

This reduces administrative overhead and allows investigators to focus time and effort on investigative activity rather than case administration.

Flexible Ad-Hoc Process Management

AFIP's process management framework not only guides users through standardised case processing to ensure consistency and compliance but also accommodates the dynamic and exploratory nature of investigations. While core investigation steps and milestones are predefined, AFIP allows for the integration of dynamic ad-hoc processes and tasks. This flexibility ensures that core activities are managed in accordance with defined service level agreements (SLAs), while simultaneously supporting the evolving needs of the investigation. This approach maintains a comprehensive audit trail of all tasks and activities, ensuring thorough documentation and accountability throughout the investigative process.

Advanced Document and Evidence Management

AFIP provides an integrated solution for document, content, and email management, streamlining the handling of diverse evidence types within an investigation case. Users can easily create or append documents and other forms of evidence directly to the case file. Each piece of evidence is systematically categorised based on its relevance and impact on the current stage of the investigation, enhancing the efficiency of case assessment.

A convenient document preview feature allows users to quickly glance through attached documents without the need to open each one individually, saving time and improving workflow. Additionally, the system includes the AFIP Sidebar client, a user-friendly extension for Microsoft Outlook. This feature enhances email management capabilities with usability features such as drag-and-drop importing, facilitating the seamless integration of email communications into the investigation process.

Full chain-of-custody tracking and version control support disclosure, prosecution, and legal defensibility.

Efficient Management of Forms, Emails, and Document Templates

AFIP's integrated management system for forms, documents, and email templates streamlines the generation of these materials. Users can create forms, documents, and emails from predefined templates, which automatically populate with relevant case and contact information. This feature significantly reduces the time spent on document editing and decreases inconsistencies across communications.

Templates are intelligently linked to specific case types, workflows, or other contextual factors to ensure they are readily accessible when needed, providing timely and contextually appropriate support to users. Additionally, forms serve as a versatile tool for data capture, ideal for in-field investigators.

The system is designed with ease of use in mind: non-technical users can effortlessly create and modify templates using a graphical editor, enhancing the overall efficiency and adaptability of document management within AFIP.

Comprehensive Contact and Relationship Management

AFIP features an integrated contact management system that efficiently stores and manages information on individuals and organisations. This system enables users to associate contacts with specific cases based on their roles within an investigation, such as subjects, witnesses, or other

relevant positions.

Contacts can be categorised by type and assigned to groups for better organisation. They can also be linked to multiple cases, allowing for a comprehensive view of their involvement across various investigations. This capability is especially useful for tracking complex relationships, such as familial connections or repeated associations with multiple cases, ensuring a thorough understanding of all relational dynamics involved in an investigation.

Enhanced BI and Reporting Capabilities

AFIP's reporting functionality is powered by a dedicated, optimised reporting database designed to facilitate real-time reporting. This specialised setup ensures that reporting activities do not impact the performance of the production system, maintaining system efficiency and responsiveness.

The platform allows for easy report creation and customisation. Users can effortlessly search, filter, and analyse data within the system. Additionally, there is the convenience of exporting data directly to formats such as Excel, enabling further data manipulation and analysis outside the AFIP system. This robust reporting infrastructure supports informed decision-making and enhances the overall user experience.

Reporting and audit data support internal governance, external assurance, and informed operational and policy decision-making.

Advanced Rules Management

AFIP's Rules Management engine is designed to externalise rules from the core processes and application logic, significantly enhancing flexibility and accessibility. This architecture allows non-technical users to easily update and manage critical operational parameters, such as risk scoring for referrals. Users can swiftly adjust rules to automate decisions or assist in determining whether a referral should escalate to a formal investigation or be dismissed without further action.

Risk scoring and rules support consistent triage decisions and transparent case routing across teams.

Streamlined Process Automation

AFIP's BPM process automation module significantly enhances operational efficiency by automating key processes and tasks. This module features a user-friendly, graphical process designer that complies with BPMN 2.0 standards, allowing non-technical users to easily define and model processes.

Through intuitive drag-and-drop functionality, users can incorporate various automated operations into their workflows. These can include automatically generating documents from templates, updating case statuses, or publishing documents to external parties, among other actions. This level of automation streamlines complex procedures, reduces manual effort, and ensures consistent execution of tasks, all while maintaining high standards of accuracy and compliance.

AI-Driven Scheduling and Resource Optimisation



All AI-assisted capabilities within AFIP are optional and configurable. They are designed to support — not replace — human decision-making, with full auditability, traceability, and governance controls. Decisions remain the responsibility of authorised users, with AI used only to assist prioritisation, scheduling, and information handling in line with organisational policy.

The optional AI scheduling and optimisation feature in AFIP is crucial for maximising the efficiency of caseworker resources, especially where tasks cannot be fully automated. This advanced tool automatically schedules resources, taking into account a variety of configurable parameters such as the skill sets of investigators, their availability, location, and any potential conflicts or preclusions.

By intelligently matching tasks with the most suitable caseworkers, AFIP ensures that each case is handled efficiently and effectively, leveraging the full potential of the team while minimising idle time and maximising productivity. This AI-driven approach allows organisations to optimise their operations seamlessly and maintain high standards of case management.

Enhanced Self-Service and Third-Party Stakeholder Collaboration

AFIP offers an optional, fully integrated self-service and stakeholder collaboration portal designed for secure interactions with external users. This configurable portal enables external stakeholders to initiate processes, such as reporting suspicious activities, and facilitates their interaction with the authority managing the cases.

The portal allows for secure sharing of case information and documentation within AFIP with external parties, including subject matter experts, affected individuals, or other relevant authorities. By enabling these secure exchanges and collaborations, AFIP ensures that all parties have the necessary tools and information to effectively contribute to the case management process, enhancing both transparency and efficiency.

Fully Service-Enabled Solution

AFIP is designed as a 100% service-enabled solution, ensuring that every functionality within the system can be accessed through standard REST or SOAP APIs. This architecture greatly facilitates and simplifies the integration with other systems, including those involved in advanced analytics or detecting Key Fraud Indicator triggers. By enabling seamless API connectivity, AFIP provides a flexible and efficient framework for enhancing system interoperability and streamlining data exchanges, thereby boosting overall system utility and performance.

APIs enable secure integration with fraud detection tools, analytics platforms, and other enterprise systems across the fraud ecosystem.

All user actions within AFIP are recorded in an immutable audit log that is segregated from operational data.

This ensures clear accountability by recording who did what, when, and why across all case activity.

Our cloud services

Civic offers professional consultancy and configuration services to ensure a smooth and successful onboarding experience for new customers transitioning to our G-cloud software service.



Customer Onboarding

Our customer onboarding process is grounded in agile principles and comprehensively covers all necessary service components, ensuring a successful digital service transformation.

Design

Our Solution and Technical Architects are dedicated to crafting the optimal solution and infrastructure design tailored to each client's needs. Whether providing a standard cloud service or a custom solution with specific customer requirements, our team ensures every design aspect is carefully considered and addressed.

Business Analysis

Leveraging our extensive experience in delivering case-based solutions, we support customers in defining and clarifying their requirements. This involves expressing needs through user stories and acceptance criteria, enabling clear and actionable project goals.

Project Management

Our project management approach incorporates the best practices of PRINCE2 and agile methodologies. A team of certified project managers guides the customer through the onboarding process, ensuring milestones are met efficiently and effectively.

Configuration

The customer success team collaborates closely with the client to configure the system according to defined user stories. This hands-on approach helps transfer knowledge to the customer's team, empowering them to manage and adapt the system's configuration over time.

Data Migration

Smooth transition to a new system relies on seamless access to both current and historical data. Our data migration experts oversee the data mapping and migration process, utilizing standard tools to ensure data integrity and accessibility.

Ongoing Support

We offer a comprehensive support model with our cloud service, including standard SLAs for regular business hours and 99.5% system availability. Enhanced support options are also available, featuring 24/7 assistance and improved recovery objectives.

Engagement Models

Civic provides flexible engagement models through G-Cloud, accommodating complex implementations and existing supplier relationships. Customers can engage with us as a Prime Contractor for an end-to-end service or under a Collaboration Agreement with preferred systems integrators and hosting providers.

Off-boarding Services

Civic supports customers during the off-boarding process, whether through standard data extraction services or by assisting with data migration to another platform. Extracted data can be delivered as a SQL database containing all system data and file attachments, or in XML format with files included. Off-boarding services are provided on a time-and-materials basis, with transparent cost estimates provided upfront.



These services are delivered through Civic's structured onboarding, live operation, and off-boarding model, described above.

Pricing & commercials

This section summarises the basic pricing details and minimum contract periods. A complete pricing guide is provided in the separate pricing documents.

Civic Cloud software is priced based on various components including Licenses, Support, Configuration, and Hosting. The pricing structure includes initial setup costs as well as ongoing expenses. While hosting is typically provided by Civic, alternative options are also available.

Unit price

Users are licensed in 'units of one' with a minimum number of 10 users.
For more details, please refer to the pricing document.

Minimum contract period

The minimum period over which a customer must have a contract with us for its cloud software is three months. Thereafter, the service may be terminated with three months written notice.



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